

# IT Services

Academic Services

## Service Desk Welcome guide for distance learners

# A very warm welcome to IT Services!

## IT Service Desk

Our friendly staff are here to provide you with help and support for all your queries relating to personal computers and their applications, as well as for other hardware, network and software faults.

We understand the challenges that you may face with IT throughout your course and we'll try our very best to resolve all of your IT issues. Occasionally some calls may be beyond our control or ability to fix and if this is the case, we'll recommend various courses of action to assist you in overcoming your issue.

**If in doubt ask, all of our expertise is available to you.**

## How to contact us

We can be contacted by telephone, email or text message.

## Opening Hours

The IT Service Desk is available:

**Monday to Friday:** 8.45am to 9pm.

**Saturday and Sunday:** 10am to 6pm.

**Tel:** 01326 213822 \*

**Email:** [ServiceDesk@falmouth.ac.uk](mailto:ServiceDesk@falmouth.ac.uk)

**Text no:** 07511 398329 and start your text with SD

\* Please note: We will include details of a dedicated Distance Learners' Service Desk telephone number with your Enrolment Pack.

## When contacting us, please provide your full details including:

- Your name
- Your IT username and course
- Your contact telephone number
- The nature of your problem
- Your availability (a convenient time, during our office hours, where we can return your call)
- A full description of the fault and details of any error messages that you receive.

## List of services

We can help you with the following issues:

- IT user accounts and password resets
- College Webmail
- Secure network files- 'My Documents'
- Saving and backing up your files
- Microsoft Office queries and niggles (Word, PowerPoint, Excel, Outlook)
- Additional software support: AVG, Adobe Reader, Blogger, del.ici.ous, Firefox, Flash, Gimp, Java, Open Office, Primo PDF, Scribus and Webnode
- Scanning and the basics of image manipulation
- Protecting your PC against virus, spyware and other security problems (PC and Apple Mac)
- WebVPN service
- Hardware /software purchasing tips

## **Service Level Agreement**

A service level agreement (frequently abbreviated as SLA) is a part of a service contract where the level of service is formally defined. UCF uses SLAs to ensure the delivery of a high quality educational experience to its students – as well as exceptional student services.

As part of its SLA, the IT Department will try to answer as many calls as possible, but if your call is not resolved immediately, it will be logged and assigned to a specialist within the IT team.

When your call is logged, you will receive a confirmation email which includes your unique call reference number, to ensure that your call cannot be lost or forgotten about. Please quote this number when contacting the Service Desk about your call should you need to follow up on the matter, as this will provide you with a faster response.

## **Special Notices**

Regular IT Briefing messages will be emailed to you with details of upgrades, new products, services and scheduled downtime of services where maintenance is due to take place. Please check your College email regularly.

## **In person:**

If you decide to visit either of our campuses at Woodlane or Tremough, our IT support offices are located:

- Level 1 of the Tremough Learning Resource Centre (LRC)
- Top floor of Woodlane library
- 1st floor of Woodlane Fox 2 (IT Suite)

## **Comments & Suggestions**

We welcome any suggestions you might have on all aspects of IT Services.

Please contact:

Jennie Hosken  
Service Desk Manager  
Level 1, LRC  
Tremough Campus  
Penryn  
Cornwall  
TR10 9EZ.  
Email: [Jennie.Hosken@falmouth.ac.uk](mailto:Jennie.Hosken@falmouth.ac.uk)  
Tel. 01326 253630  
Service Desk: 01326 213822

## **Useful information**

To check the Falmouth webmail:  
<http://www.falmouth.ac.uk/mail>

To access the intranet, My Documents and the shared areas online (from home):  
<https://webvpn.falmouth.ac.uk>

The Learning Space - email enquiries: [learningspace@falmouth.ac.uk](mailto:learningspace@falmouth.ac.uk)

Reprographics - email enquiries: [reprographics@falmouth.ac.uk](mailto:reprographics@falmouth.ac.uk)